



# PERM Labor Certification Program

## Electronic Help Desk Inquiry Submission Process

December 19, 2018

**Office of Foreign Labor Certification  
Atlanta National Processing Center  
Employment and Training Administration  
United States Department of Labor**

# Disclaimer



**This presentation is intended for training use only and does not carry the force of legal opinion.**

The Department of Labor is providing this information as a public service. This information and any related materials are presented to give the public access to information on the Department of Labor programs. You should be aware that, while we try to keep the information timely and accurate, there will often be a delay between official publications of the materials and the modification of these pages. Therefore, we make no express or implied guarantees. The *Federal Register* and the *Code of Federal Regulations* remain the official source for regulatory information published by the Department of Labor. We will make every effort to keep this information current and to correct errors brought to our attention.

# Department of Labor: PERM Program

*Presenters*



## **Mr. Brandt Carter**

*Center Director*

*Atlanta National Processing Center*

*Office of Foreign Labor Certification*

## **Mr. Ray Griffin**

*Supervisory Support Services Specialist*

*Atlanta National Processing Center*

*Office of Foreign Labor Certification*

# Department of Labor: PERM Program

## Atlanta National Processing Center Help Desk Overview



- I. Electronic ANPC Help Desk Inquiry Submission Process
- II. Uploading Documents Process
- III. Editing Employer Information
- IV. Duplicate Certification Requests
- V. Contacting the Correct Help Desk
- VI. PERM Labor Certification Resources

# Department of Labor: PERM Program

## Atlanta National Processing Center Help Desk Overview



- ✓ The Atlanta National Processing Center (ANPC) Help Desk provides responses to inquiries and questions related to PERM applications filed online or by mail in the order of receipt submitted to the ANPC
- ✓ The ANPC Help Desk will respond to inquiries and questions received by telephone and/or via e-mail
- ✓ If the caller does not provide an e-mail address in his/her voicemail message, the ANPC Help Desk will respond by telephone
- ✓ ANPC Help Desk inquiries are received via e-mail at [PLC.Atlanta@dol.gov](mailto:PLC.Atlanta@dol.gov), voicemail, postal mail, and through a document uploaded to the PERM Online System
- ✓ The ANPC typically responds to inquiries within two business days; however, some questions require additional research to provide a response

# Department of Labor: PERM Program

## Atlanta National Processing Center Help Desk Overview



### Most common inquiries received by the ANPC Help Desk:

- ✓ Responses to audit notification letters;
- ✓ Appeal and withdrawal requests;
- ✓ Status inquiries of certified applications;
- ✓ Requests for a copy of an ETA Form 9089;
- ✓ Questions regarding technical issues; and
- ✓ Changes regarding employer and attorney/agent contact information

# Department of Labor: PERM Program

## Atlanta National Processing Center Help Desk Overview



The preferred method to submit ANPC Help Desk inquiries is directly in the PERM Online System, which offers employers these benefits:

- ✓ Streamlined process for submitting inquiries regarding PERM applications;
- ✓ Immediate e-mail confirmation of receipt;
- ✓ Reduced costs and burdens to stakeholders as there is no need to submit documentation via mail or e-mail;
- ✓ Control over who submits Help Desk inquiries on the employer's behalf; and
- ✓ Ability to track inquiries and responses submitted in the PERM Online System



## Section I

### Electronic ANPC Help Desk Inquiry Submission Process

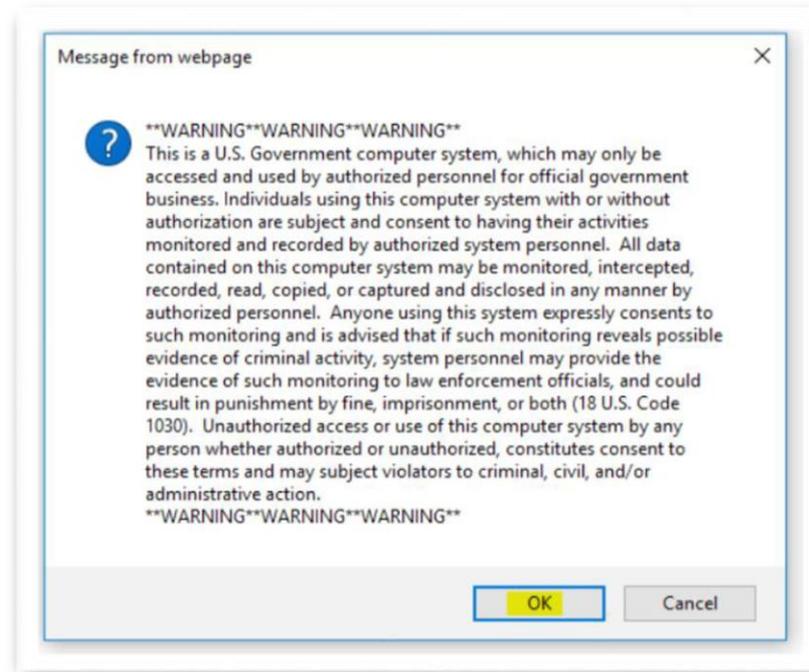
# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



### Log into the PERM Online System

- ✓ Go to [www.plc.doleta.gov](http://www.plc.doleta.gov)
- ✓ After reading the warning message about using a U.S. government computer system, select “OK”



# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ Enter account Username and Password
- ✓ Left click on “LOGIN”

The screenshot shows the top navigation bar with links for HOME, FAQ, ONLINE HELP, and PRIVACY. Below this is the main header for "ETA Foreign Labor Certification" with sub-links for REGULATIONS, CERTIFICATIONS, WAGE INFO, DOCUMENTS, CONTACT, and FORM INSTRUCTIONS. A welcome message reads "Welcome to the Foreign Labor Certification Permanent Online System". To the right, there is a login section with the text "If you are a registered user, enter your login information." and fields for Username and Password, both highlighted in yellow. A blue "LOGIN" button is next to the password field, with a link for "Forgot your username and/or password?". Below the login section is a horizontal menu with links for ETA, DOL, OFLC, Disclaimer, Paperwork Reduction Act, Expiration Date, Processing Center, and Form ETA 9089. At the bottom, there are two blue buttons: "About Permanent Online" (Get an overview) and "Register" (Become a registered user for free). To the right of these buttons is a white box with a black border containing a warning: "The PERM system prohibits the use of the backslash character \"\\\" in any PERM data field, i.e., account and ETA Form 9089 application information. Please use any other special character, such as the forward slash (/), in lieu of the backslash character. Use of a backslash character will result in removed data."

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ Left click on “MY APPLICATIONS” tab
- ✓ Enter the case number in “Search Cases” field
- ✓ Left click on the “Search” button
- ✓ Left click on the “Case number” hyperlink

The screenshot displays the PERM Program web interface. At the top, there are navigation tabs: HOME, MY APPLICATIONS (highlighted), MY PROFILE, EMPLOYER DATA, and USER ACCOUNTS. Below these are action links: CREATE CASE, SEARCH CASES, WITHDRAW CASES, SEARCH INCOMPLETE CASES, and UPLOAD DOCUMENTS. The main content area features a "Search Cases" form with an input field for "ETA Case Number" containing "A-1" and a "Search" button. Below the form is a table with the following data:

ETA Case Number	Date Prepared	Status	Inquiry Count
A-1		In Process	

Below the table, a message states: "A total of 1 record(s) were found." There are also links for "Advanced Search" and "Print Search Result".

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ Left click on the “Help Desk Inquiry” button

A screenshot of a web interface titled "Case Information for ETA Case No. A." with a text input field. Below the title are five buttons: "View Form 9089", "Print Form 9089", "Reuse", "Help Desk Inquiry", and "Cancel". The "Help Desk Inquiry" button is highlighted in yellow. The buttons are arranged vertically in a list-like structure.

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ The example below indicates the employer did not submit a previous Help Desk inquiry; see “Inquiry History” section

HOME MY APPLICATIONS MY PROFILE EMPLOYER DATA USER ACCOUNTS

CREATE CASE SEARCH CASES WITHDRAW CASES SEARCH INCOMPLETE CASES UPLOAD DOCUMENTS

If you have a program, policy, or case-specific question not listed below, please email your question to [PLC.Atlanta@dol.gov](mailto:PLC.Atlanta@dol.gov). If you have a technical issue with your account or the PERM Online System, please email your question to [PLC.Help@dol.gov](mailto:PLC.Help@dol.gov).

If you need to attach documents to your inquiry, please upload your attachment to your case, referring to your inquiry, using the upload feature in the PERM Online System.

Required fields are marked with an asterisk (\*).

### Helpdesk Inquiry

Case Number:  Employer Name:

Date Case Submitted:  Case Status: In Process

Please select a question from the dropdown below. You can elaborate about the question selected on the 'Details' field.

Question: \*  remaining: 2000

Details:

### Inquiry History

ID	Inquiry	Inquiry Submit Date	Response	Response Date
No record(s) found.				

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ Select the question(s) related to the inquiry from the drop down option
- ✓ Upload the question in the PERM Online System if the:
  - ✓ Program, policy, or case-specific question(s) is not listed as being one of the drop down options; and/or
  - ✓ The inquiry will include documents (e.g., response to audit notification letter)

A screenshot of the "Helpdesk Inquiry" form. The form has a blue header with the title "Helpdesk Inquiry". Below the header, there are input fields for "Case Number: A-", "Employer Name:", "Date Case Submitted:", and "Case Status: In Process". A text prompt reads: "Please select a question from the dropdown below. You can elaborate about the question selected on the 'Details' field." A dropdown menu is open, showing a list of questions: "Please confirm the response for the information I sent.", "What is the status of my case?", "Can my case be expedited?", "My new contact information is...", "May I have a copy of the correspondence sent for my case?", "I see on the PERM website that my case is certified, why haven't I received it?", "The certification is lost. How can I get another certification?", "I haven't received the sponsorship email; missed due date; can it be resent?", "Where do I send my e-mail questions regarding a technical issue?", and "Section K information is missing from my submitted ETA Form 9089. What should I do?". To the right of the dropdown is a text area labeled "Details:" and a "Submit" button. At the bottom right, there are "Submit" and "Close" buttons.

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ Employers have the opportunity to provide additional information in the free-text “Details” data field
- ✓ Left click on the “Submit” button

A screenshot of the "Helpdesk Inquiry" form. The form has a blue header with the title "Helpdesk Inquiry". Below the header, there are several input fields: "Case Number:" with a text box, "Employer Name:" with a text box, "Date Case Submitted:" with a date picker, and "Case Status:" with a dropdown menu showing "In Process". Below these fields, there is a instruction: "Please select a question from the dropdown below. You can elaborate about the question selected on the 'Details' field." This is followed by a "Question:" label, a red asterisk, and a dropdown menu. Below the dropdown menu, there is a "Details:" label and a large text area for providing additional information. To the right of the text area, it says "remaining: 2000". At the bottom right of the form, there are two buttons: "Submit" and "Close".

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ Question is stored in the application's inquiry history and placed in the ANPC Help Desk Inquiry queue for processing after submission

**Helpdesk Inquiry**

Case Number: A  Employer Name:

Date Case Submitted:  Case Status: In Process

Please select a question from the dropdown below. You can elaborate about the question selected on the 'Details' field.

Question: \*

remaining: 2000

Details:

### Inquiry History

ID	Inquiry	Inquiry Submit Date	Response	Response Date
1	What is the status of my case? This is a test.	11/06/2018		



# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process

- ✓ An e-mail with ANPC Help Desk's response will go to the e-mail address(es) listed on the ETA Form 9089

From: U.S. Dept of Labor Employment & Training Administration <[pic\\_atlanta@dol.gov](mailto:pic_atlanta@dol.gov)>  
Sent: Tuesday, November 6, 2018 9:28 AM  
To: Attorney Email Address  
Cc: Employer Contact E-Mail Address  
Subject: Response to Inquiry: A-[redacted] Help Desk Inquiry ID 1

U.S. Department of Labor  
Employment and Training Administration  
Office of Foreign Labor Certification  
Atlanta National Processing Center  
Harris Tower  
233 Peachtree Street, Suite 410  
Atlanta, Georgia 30303

11/06/2018

This email is to notify that you have a following Help Desk inquiry on the case A-[redacted] submitted by [redacted] on behalf of [redacted]

**Response ID:** 1-01

**Inquiry:** What is the status of my case?

**Response:**  
Dear Sir/Madam:

Thank you for your inquiry to the Atlanta National Processing Center (ANPC) concerning your application filed under the Permanent Labor Certification Program. ANPC records indicate that application A-[redacted] currently is undergoing the Audit Review process.

An Audit Notification Letter was e-mailed to the employer on [redacted]. The ANPC received the employer's responsive documentation to the audit letter on [redacted]. The ANPC currently is reviewing audit responses for applications filed in [redacted]. The priority date for this application is [redacted].

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



View the ANPC Help Desk response:

- ✓ Go to “MY APPLICATIONS” tab
- ✓ Left click on the “Inquiry count” hyperlink

The screenshot displays the user interface for the PERM Program. At the top, there are navigation tabs: HOME, MY APPLICATIONS (highlighted in yellow), MY PROFILE, EMPLOYER DATA, and USER ACCOUNTS. Below these tabs is a secondary menu with links: CREATE CASE, SEARCH CASES, WITHDRAW CASES, SEARCH INCOMPLETE CASES, and UPLOAD DOCUMENTS. The main content area features a 'Search Cases' box with an input field for 'ETA Case Number', a 'Search' button, and a link for 'Advanced Search'. To the right of the search box is a link for 'Print Search Result'. Below the search box is a table with the following data:

<u>ETA Case Number</u>	<u>Date Prepared</u>	<u>Status</u>	<u>Inquiry Count</u>
A- <input type="text"/>	<input type="text"/>	In Process	1

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ The ANPC Help Desk response can be reviewed under the “Inquiry History” section
- ✓ Left click on the expand ID response hyperlink to review the full response

### Helpdesk Inquiry

Case Number:  Employer Name:

Date Case Submitted:  Case Status: In Process

Please select a question from the dropdown below. You can elaborate about the question selected on the 'Details' field.

Question: \*  remaining: 2000

Details:

### Inquiry History

ID	Inquiry	Inquiry Submit Date	Response	Response Date
1	What is the status of my case?	11/06/2018		
1-01			Dear Sir/Madam: Thank you for your inquiry to the Atlanta National Processing Center (ANPC) concerning your application filed under the Permanent Labor Certification Program. ANPC records indicate that application <input type="text"/> <a href="#">expand ID 1-01 response</a>	11/06/2018

A total of 2 record(s) were found.

# Department of Labor: PERM Program

## Electronic Help Desk Inquiry Submission Process



- ✓ To collapse the ANPC Help Desk response, left click on the collapse ID response hyperlink

Inquiry History				
ID	Inquiry	Inquiry Submit Date	Response	Response Date
1	What is the status of my case? This is a test.	11/06/2018		
1-01			<p>Dear Sir/Madam:</p> <p>Thank you for your inquiry to the Atlanta National Processing Center (ANPC) concerning your application filed under the Permanent Labor Certification Program. ANPC records indicate that application [redacted] currently is undergoing the Audit Review process.</p> <p>An Audit Notification Letter was e-mailed to the employer on [redacted]. The ANPC received the employer's responsive documentation to the audit letter on [redacted]. The ANPC currently is reviewing audit responses for applications filed in [redacted]. The priority date for this application is [redacted].</p> <p>The policy of the USDOL Office of Foreign Labor Certification prohibits expediting applications. Please be assured we endeavor to afford every request both careful attention and timely processing. Applications are processed in the order they are received based on the date the application was received; however, because each application is unique, processing times may vary depending on the specific circumstances of the case.</p> <p>The employer should directly upload all PERM documents and requests to the Permanent Online System. This benefit will reduce the cost and burden from submitting documentation via U.S. mail, e-mail or facsimile; streamline the process of submitting and reviewing PERM applications; and ensure integrity and receipt of information submitted. To learn how you can upload your documents go to page 51 and follow the steps by going to <a href="https://www.plc.doleta.gov/onlinehelp.pdf">https://www.plc.doleta.gov/onlinehelp.pdf</a>.</p> <p><b>collapse ID 1-01 response</b></p>	11/06/2018



## Section II

## Uploading Documents Process

# Department of Labor: PERM Program

## Uploading Documents Process



When uploading questions and all PERM-related documentation to the PERM Online System, employers receive the following benefits:

- ✓ Ability to upload questions that are not part of the drop-down option in the ANPC Help Desk Inquiry module;
- ✓ Ability to upload documentation that are typically attached to inquiries sent by e-mail;
- ✓ Streamlined process of submitting PERM applications;
- ✓ Immediate e-mail confirmation of receipt;
- ✓ Reduced costs and burdens to stakeholders from having to submit documentation via postal mail or e-mail;
- ✓ Control over who submits documents on the employer's behalf; and
- ✓ Ability to track documents submitted in the PERM Online System

# Department of Labor: PERM Program

## Uploading Documents Process



The employer can upload the documents directly to the PERM Online System including, but not limited to, the following:

- ✓ Response to audit notification letter, including audit documentation (proof of business necessity, recruitment report, resumes, etc.);
- ✓ Response to Supervised Recruitment letters;
- ✓ Request for Reconsideration/Review;
- ✓ Response to Request for Information (RFI);
- ✓ Changes regarding attorney, agent or employer contact information;
- ✓ ANPC Help Desk inquiries; and
- ✓ Other responsive documents

**NOTE:** The employer has the ability to upload documents **up to 30 calendar days** after the final determination. Any documentation provided must adhere to time frames and deadlines imposed by the ANPC notification letters and/or regulatory requirements, whether submitted electronically or otherwise.

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ Left click on “MY APPLICATIONS” tab
- ✓ Left click on “UPLOAD DOCUMENTS” subtab
- ✓ Enter the case number in the text field
- ✓ Left click on the “Search” button

The screenshot shows the user interface for the PERM program. At the top, there is a navigation bar with tabs: HOME, MY APPLICATIONS (highlighted in yellow), MY PROFILE, EMPLOYER DATA, and USER ACCOUNTS. Below this is a sub-navigation bar with buttons: CREATE CASE, SEARCH CASES, WITHDRAW CASES, SEARCH INCOMPLETE CASES, and UPLOAD DOCUMENTS (highlighted in yellow). Below the navigation bar, there is a text instruction: "Enter or check the case number (if displayed) that you wish to upload documents. NOTE: Documents can be uploaded up to 30 days past final decision date." Below this instruction is a form titled "Upload Documents" with a label "ETA Case Number:" followed by a text input field containing "A-" and a "Search" button.

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ Left click on the case number hyperlink

**Upload Documents**

ETA Case Number:

ETA Case Number	Date Submitted	Status	Attachments
<a href="#" style="color: blue; text-decoration: underline;">A-</a> <input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	In Process	
1 record(s) found.			

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ Left click on “Browse” and select the file to upload into the PERM Online System

The screenshot shows the 'Upload Documents' interface of the PERM Online System. At the top, there is a navigation bar with tabs for HOME, MY APPLICATIONS (selected), MY PROFILE, EMPLOYER DATA, and USER ACCOUNTS. Below this is a secondary menu with options: CREATE CASE, SEARCH CASES, WITHDRAW CASES, SEARCH INCOMPLETE CASES, and UPLOAD DOCUMENTS (highlighted).

The main content area contains the following text:

**Upload Documents:** A-  
**Select Browse to search for files. Click upload to complete uploading files. Only (.pdf), (.doc, .docx) and (.txt) files are supported.**

The maximum size limit for saving any one uploaded document(s) is 30MB. Please consider separating document(s) that exceed (or seem to exceed if the exact size is not known) the 30MB limit into two or more document upload and save events to avoid lost information. Selectable document sequence options, i.e., xyz 1, xyz 2, etc., and the Note's free-text data field are provided to assist stakeholders with document upload clarity.

The Note data field provides stakeholders with a maximum of 250 characters to provide additional document upload and save clarity. When appropriate, stakeholders may provide additional information pertaining to the uploaded document to be saved, e.g., document separation sequencing, uploading notations, clarifying previous document upload and save errors involving selection of the incorrect document type, etc.

Uploaded and saved documents must pertain only to the selected case. Do not combine documents for multiple cases. If combined documents are submitted, the case reviews may be delayed and/or denied for failure to follow instructions. The Note data field may not be used to explain any application issues or document content.

The 'Upload Documents' form includes the following fields:

- \* Select File:
- \* Category:
- \* Document Type:
- File Name:
- Note:  250 characters remaining
- 

Below the form is a table with two columns: Name and File Type. The table is currently empty, and a message below it states: "There are currently no unsaved attachments." A "Cancel" button is located at the bottom of the form.

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ Select from the Category drop-down options available to indicate the classification that is best associated with the document being uploaded

\* Category:

- Choose a category
- Admin Documents
- Appeal
- Audit Review
- Supervised Recruitment

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ Select from the Document Type drop-down options available that best describes the type of document being uploaded in the PERM Online System

Select a Document Type to upload

3 Option Letter Response

Admin RFI Response

BE RFI Response

Change of Address Request

Duplicate Cert Request

Duplicate Letter Request (Non Cert)

ETA Form 9089 Missing Pages

G-28 Documentation

\* Document Type: **Help Desk Inquiry**

MF Response

Sponsorship RFI Response

Substitute Attorney/Agent Documentation

Withdrawal Request

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ Enter the file name and detailed notes, if applicable, within the optional text fields
- ✓ After all required and optional selections have been completed, left click on the “Upload button”

A screenshot of a web form for uploading documents. It features a "File Name:" label followed by a text input field containing "XYZ". Below this is a "Note:" label followed by a larger text area containing "Insert details related to documents (250 characters max)". The text area has a character count of "194 characters remaining". A yellow "Upload" button is located at the bottom right of the form.

**TIP:** If uploading large documents in parts, saving each part with sequential file names, i.e., XYZ Part 1, XYZ Part 2, etc., is recommended.

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ To save the uploaded document, select the corresponding checkbox and left click on the “Save” button

<input type="checkbox"/>	Name	File Type
<input checked="" type="checkbox"/>	XYZ .docx	Help Desk Inquiry

Delete Selected Attachments      Save      Cancel

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ The employer has the choice to follow the same process to upload and save several documents for the same application at one time
- ✓ After all the documents have been uploaded, left click on the corresponding checkbox for each uploaded document to be saved to the PERM Online System
- ✓ Left click on “Save”

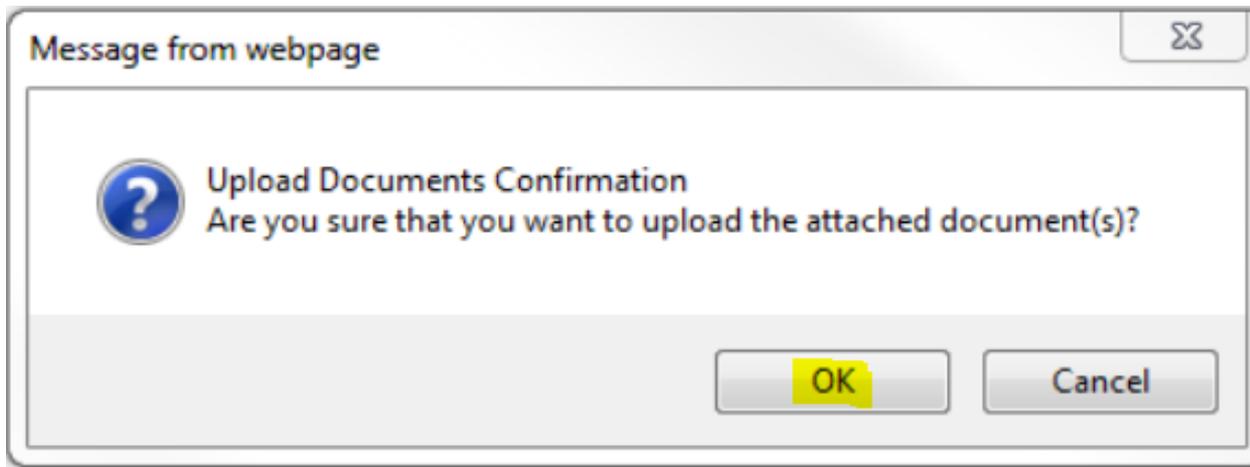
<input type="checkbox"/>	Name	File Type
<input checked="" type="checkbox"/>	New G-28 for Case A- <input type="text"/> <input type="text"/> .docx	G-28 Documentation
<input checked="" type="checkbox"/>	Audit Response for Case A- <input type="text"/> <input type="text"/> .docx	Audit Miscellaneous Documentation
<input checked="" type="checkbox"/>	Substitute for New Attorney for Case A- <input type="text"/> <input type="text"/> .docx	Substitute Attorney/Agent Documentation

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ Left click on “OK” to confirm and complete the last step in uploading the document in the PERM Online System



# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ The employer will be automatically routed back to the “Upload Documents” page for the same case number
- ✓ Left click on the paper clip icon under “Attachments” to see all documents uploaded for the application

**Upload Documents**

ETA Case Number:

ETA Case Number	Date Submitted	Status	Attachments
A- <input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	In Process	

**1 record(s) found.**

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ The employer will be able to view a list of the documents uploaded along with the document type, date uploaded, upload notes, and the user that uploaded the document
- ✓ Left click on the file name hyperlink to view the uploaded document

File Name	Document Type	Date	Upload Note	User
<a href="#">A-[ ] for Employer and FW.docx</a>	Audit Miscellaneous Documentation	[ ]	Attached is the employer's audit response for case A-[ ] for ABC Employer and Foreign Worker Name.	[ ]
<a href="#">Case A-[ ] .docx</a>	SR RFI Response	[ ]	SR Response Case [ ] to DOL's SR letter dated [ ]	[ ]
<a href="#">Audit Response for Case A-[ ] Employer and First and Last Name of Foreign Worker.docx</a>	Audit AAIR Documentation	[ ]		[ ]

# Department of Labor: PERM Program

## Uploading Documents Process



- ✓ The ANPC and the e-mail address(es) listed on the ETA Form 9089 application will receive e-mail notification once documents have been uploaded to the PERM Online System

Sent: Tuesday, November 6, 2018 11:12 AM  
To: Attorney E-mail Address; Employer Contact E-mail Address  
Subject: Correspondence has been uploaded for case A-[ ]

U.S. Department of Labor  
Employment and Training Administration  
Office of Foreign Labor Certification  
Atlanta National Processing Center  
Harris Tower  
233 Peachtree Street, Suite 410  
Atlanta, Georgia 30303



11/06/2018

This email is to notify you that correspondence has been added to A-[ ]. Document Type uploaded:  
- Help Desk Inquiry [ ] (Employer User Name)

# Department of Labor: PERM Program

## Uploading Documents Process



The employer will be provided with the following Audit Review “Document Type” options:

\* Category:

\* Document Type:

- Audit AAIR Documentation
- Audit Affidavits
- Audit Business Necessity Documents
- Audit Extension Request Documentation
- Audit Miscellaneous Documentation
- Audit Recruitment Content
- Audit Recruitment Report
- Audit Response Cover Letter
- Audit Resumes
- Audit Withdrawal Request Document

# Department of Labor: PERM Program

## Uploading Documents Process



The employer will be provided with the following Supervised Recruitment “Document Type” options:

\* Category: Supervised Recruitment ▼

\* Document Type:

- Select a Document Type to upload
- Amended DAIL Response
- Amended NSR Response
- Amended RIL
- Amended RIL Response
- Collective Bargaining Agreement (CBA)
- DAC Response
- DAIL Response
- NSR Response
- Other Prevailing Wage Documents (If applicable)
- Prevailing Wage Survey
- RIL Response
- RRIL Response
- SR Extension Requests
- SR RFI Response
- SR Recruitment Report
- SR US Worker Resumes

# Department of Labor: PERM Program

## Uploading Documents Process



The employer will be provided with the following Appeal “Document Type” options:

\* Category:  ▼

\* Document Type:

- Appeal Miscellaneous
- Appeal RFI Response
- Appeal Withdrawal Request
- NOD Response
- Request for Reconsideration
- Request for Review



## Section III

## Editing Employer Information

# Department of Labor: PERM Program

## Editing Employer Information



An Employer can modify its employer data in the PERM Online System

### **BENEFITS:**

- ✓ Immediate confirmation that the appropriate contact and e-mail and mailing addresses are updated; and
- ✓ Reduced costs and burden associated with sending employer business and contact information via U.S. mail or e-mail

**NOTE:** To change attorney and agent contact information, the employer should upload a copy of a completed Department of Homeland Security (DHS) Form G-28 (Notice of Entry of Appearance as Attorney or Accredited Representative) to the PERM Online System

**TIP:** A copy of a DHS Form G-28 can be accessed in the U.S. Citizenship and Immigration Services (USCIS) website at

<https://www.uscis.gov/sites/default/files/files/form/g-28.pdf>

# Department of Labor: PERM Program

## Editing Employer Information



- ✓ Left click on the “EMPLOYER DATA” tab
- ✓ Modify any of the employer business or contact information in the text field(s)
- ✓ Left click on the “Save” button

HOME MY APPLICATIONS MY PROFILE **EMPLOYER DATA** USER ACCOUNTS

You may edit the information below, then click 'Save' to update the data. Required fields are marked with an asterisk (\*). Click 'Undo' to undo any changes you make. Caution: if you choose 'Undo', all the change(s) you have made to the employer's data will be reset to the previous data.

### Employer Business Information

EIN Number: \*

Business Name: \*

Address: \*

City: \*  State: \*

Province:

Country: \*

Zip/Postal Code: \*

Phone: \*  ext:

NAICS Code: \*  [Search NAICS Code](#)

Year Commenced Business: \*

### Employer Contact Information

First Name: \*  MI:

Last Name: \*

Address: \*

City: \*  \*State:

Province

Country: \*

Postal Code: \*

Phone Number: \*  ext:

Email: \*

Confirm Email: \*



## Section IV

# Duplicate Certification Requests

# Department of Labor: PERM Program

## Duplicate Certification Requests



- ✓ The employer can submit inquiries regarding non-receipt of certified applications in the PERM Online System
- ✓ If the ANPC Help Desk confirms the certification was mailed, a response will be provided via e-mail with the following information:
  - ✓ The date the final determination letter and certified application was mailed;
  - ✓ The recipients of the final determination and certified application; and
  - ✓ A courtesy copy of the certified application
- ✓ The employer has the option to follow the instructions from the Department of Labor's FAQ website at [https://www.foreignlaborcert.doleta.gov/faqsanswers.cfm#Perm\\_Program](https://www.foreignlaborcert.doleta.gov/faqsanswers.cfm#Perm_Program), under the "CERTIFICATION" link, for USCIS assistance in obtaining a duplicate certified application

# Department of Labor: PERM Program

## Duplicate Certification Requests



The suggested steps when requesting a duplicate certified application through USCIS are:

- ✓ Provide a cover sheet (preferably highlighted with colored paper) stating LOST OR MISPLACED LABOR CERTIFICATION, REQUEST FOR DUPLICATE, DO NOT REJECT on the top of the USCIS Form I-140
- ✓ On the same cover sheet, include the following information:
  - Attorney's name;
  - Petitioner's name;
  - Beneficiary's name;
  - Case number;
  - Priority Date;
  - Specify whether USCIS will be requesting the duplicate certified application, or if a request has already been made to the Department of Labor;
  - Include proper fee, signature, and all required supporting documents;
  - A print of the screen showing that the case has been certified; and
  - The reason(s) for requesting that USCIS secures a duplicate certified application from the Department of Labor, e.g. "Case was certified, but the application was never received in the mail"

# Department of Labor: PERM Program

## Duplicate Certification Requests



- ✓ When the request for a duplicate certified application is received from USCIS, the ANPC sends the duplicate certified application by e-mail to USCIS
- ✓ The e-mail address(es) listed on the ETA Form 9089 application will receive an e-mail indicating that:
  - ✓ A duplicate certification request was requested by USCIS; and
  - ✓ The date the copy of the certified application was sent to USCIS

From: PLC, Atlanta - ETA

Sent:

To: Attorney E-Mail Address

Cc: Employer Contact E-Mail Address

Subject: Notification of USCIS Duplicate Certification Request ANPC Ticket Number AnalystID:

Dear Sir/Madam:

This is a courtesy email notification that the Atlanta National Processing Center (ANPC) received a request from USCIS for a copy of the certified application for case A-  
A copy of the certified application was sent to USCIS on .

Please note that a copy of the certified application will not be forwarded to the employer or the employer's attorney/agent, if applicable. No action or response is needed.

Sincerely,

ANPC Permanent Program Help Desk



## Section V

# Contacting the Correct Help Desk

# Department of Labor: PERM Program

## Contacting the Correct Help Desk



The Help Desk addresses are not affiliated with each other and need to be contacted independently:

- ✓ [PLC.Atlanta@dol.gov](mailto:PLC.Atlanta@dol.gov) – Used for status inquiries or questions for submitted PERM applications. Do not send registration questions or RFI responses to [PLC.Atlanta@dol.gov](mailto:PLC.Atlanta@dol.gov)
- ✓ [BE-RFI.Atlanta@dol.gov](mailto:BE-RFI.Atlanta@dol.gov) – Used for Business Existence RFI responses, status of pending registration, reason registration was denied, and request to delete a registration

# Department of Labor: PERM Program

## Contacting the Correct Help Desk



- ✓ Use these contacts for PERM Program and processing questions:
  - ANPC Help Desk: [PLC.Atlanta@dol.gov](mailto:PLC.Atlanta@dol.gov)
  - Telephone: (404) 893-0101
  - Mail: U.S Department of Labor  
Office of Foreign Labor Certification  
Atlanta National Processing Center  
Harris Tower  
233 Peachtree Street N.E., Suite 410  
Atlanta, GA 30303
  
- ✓ Check the OFLC website on a regular basis for PERM updates, FAQs, webinar announcements, and updated forms at [www.foreignlaborcert.doleta.gov](http://www.foreignlaborcert.doleta.gov)

# Department of Labor: PERM Program

## Contacting the Correct Help Desk



Send an e-mail to [PLC.Help@dol.gov](mailto:PLC.Help@dol.gov) if:

- ✓ Experiencing technical issues;
- ✓ Experiencing PERM Online System issues; or
- ✓ Requesting a password and/or PIN

Include the following information in the e-mail to [PLC.Help@dol.gov](mailto:PLC.Help@dol.gov):

- ✓ Employer name, username, and FEIN;
- ✓ Contact name and telephone number;
- ✓ A detailed explanation of the issue; and
- ✓ E-mail address where the employer can be reached permanently



## Section VI

# PERM Labor Certification Resources

# Department of Labor: PERM Program

## PERM Labor Certification Resources



Go to [icert.doleta.gov](http://icert.doleta.gov) and select “Processing Times”

Alerts Processing Times Forms User Guides Legacy Accounts

### NPWC Processing Times (as of 09/30/2018)

Processing Queue	Request Date
H-1B	June 2018
H-2B	September 2018
PERM	June 2018
	Submission Date
Redeterminations	H-1B: September 2018 PERM: August 2018
Center Director Reviews	H-1B: None Pending H-2B: August 2018 PERM: August 2018

\*Correction to Redeterminations and H-2B Center Director Review processing month.

### PERM Processing Times (as of 09/30/2018)

Processing Queue	Priority Dates	
	Month	Year
Analyst Review	August	2018
Audit Review	March	2018
Reconsideration Requests to the CO	August	2018

The Analyst Review and Audit dates posted on iCERT above reflect the month and year in which cases were filed that are now being adjudicated at the Atlanta National Processing Center. \*The Reconsideration Request to the CO dates posted on iCERT above reflect the month and year in which cases that are now being reviewed at the Atlanta National Processing Center were appealed. For various reasons, we may be completing the processing of applications filed prior to the month posted on iCERT. If your application was filed more than 3 months prior to the month posted, you may contact our Helpdesk for a status on the application at [plc.atlanta@dol.gov](mailto:plc.atlanta@dol.gov).

Determinations	Average Number of Days to Process PERM Applications	
	Month	Calendar Days
Analyst Review	September 2018	70
Audit Review	February 2018	212

The Analyst Review and Audit Review determination processing times on iCERT above reflect the amount of time to process applications for the month. The actual processing time for each employer PERM application may vary from the average depending on the material facts and circumstances. OFLC is only reporting the average processing time for all PERM applications for the most recent month.

# Department of Labor: PERM Program

## PERM Labor Certification Resources



Visit the OFLC website, and Subscribe for e-mail updates at [www.foreignlaborcert.doleta.gov](http://www.foreignlaborcert.doleta.gov)

The screenshot shows the homepage of the Office of Foreign Labor Certification (OFLC). At the top is a red navigation bar with the Department of Labor logo and text: "UNITED STATES DEPARTMENT OF LABOR Employment & Training Administration". To the right of this bar are links for "A to Z | Site Map | FAQs | Forms | About DOL | Contact Us | Español" and a search box labeled "Enter Search Term" with a "Search" button. Below the navigation bar is a row of menu items: "ETA Home", "Find Job & Career Info", "Business & Industry", "Workforce Professionals", "Grants & Contracts", "TAA Program", "Foreign Labor Certification" (highlighted), "Performance & Results", and "Regions & States".

The main content area features a blue banner for the "Office of Foreign Labor Certification" with the tagline "Helping U.S. employers fill jobs while protecting U.S. and foreign workers". Below the banner are five buttons: "H-2A", "H-2B", "H-1B", "PERM" (highlighted), and "Prevailing Wage Determinations".

On the left side, there is a sidebar with the heading "Office of Foreign Labor Certification" and a list of links: "About FLC", "How do I...", "Policies & Regulations", "Program Debarments", "Foreign Labor Recruiter List" (with a red starburst icon), "OFLC Performance Data", "Contact Information", and "OFLC Help Desks". Below this is a section for "Ombudsman Programs" with links for "H-2A" and "H-2B".

In the center, there is a section titled "I Want To..." with a dropdown menu showing "- Find the latest PERM processing times" and a "GO" button. To the right of this is a "Performance Data" section featuring a map of the United States with an orange arrow pointing to the Northeast and a "Click Here" button.

At the bottom, there is an "E-Mail Updates" section with the text "Type your e-mail address into the box then click on 'Subscribe' to receive OFLC updates." and a form with an "Enter E-mail Address" input field and a "Subscribe" button.

# Department of Labor: PERM Program

## PERM Labor Certification Resources



Go to [www.foreignlaborcert.doleta.gov/perm.cfm](http://www.foreignlaborcert.doleta.gov/perm.cfm) to view PERM FAQs, forms, regulations, posted PERM Webinars, etc.

A screenshot of the "Foreign Labor Certification" website. The header features the title "Foreign Labor Certification" and the tagline "Helping U.S. employers fill jobs while protecting U.S. and foreign workers". Below the header is a navigation bar with "Permanent Labor Certification" and a home icon. The main content area is divided into "Helpful Links" and "On This Page / Quick Links". The "Helpful Links" section contains buttons for "Frequently Asked Questions", "Forms & Case Management System", "Regulations", "Wage and Survey Information", "Disclosure Data", "Appendix A Professional Occupations", "Schedule A Occupations", "Program Debarments", "Contact Us", "Additional Resources", and "PERM Webinars".

**Foreign Labor Certification**  
*Helping U.S. employers fill jobs while protecting U.S. and foreign workers*

**Permanent Labor Certification**

**Helpful Links**

- Frequently Asked Questions
- Forms & Case Management System
- Regulations
- Wage and Survey Information
- Disclosure Data
- Appendix A Professional Occupations
- Schedule A Occupations
- Program Debarments
- Contact Us
- Additional Resources
- PERM Webinars

**On This Page**

**Quick Links**